

# NETWORK MANAGER REPORT

---



FEBRUARY 2007

SUBMITTED BY Sloane Wright, General Manager

### OVERVIEW

---

#### Operations

The month of February was productive with the launch of two new services, the completion of an application upgrade, and the continued increase in several application adoption rates. Meetings with several current partners continue to generate interest and forethought of new and innovative services available through the eGovernment partnership. With the continued support in the digital government initiative, we are focused on making 2007 an excellent year for Alabama e-Government.

Highlights during the month were:

- The Alabama Board of Cosmetology launched its cosmetologist license renewal application. This application allows over a dozen types of licenses to renew and pay for their 2007-2009 licenses online. The application is seamlessly interfacing with the board's third party database system and has processed almost 200 licenses in its first 19 days of operation.
- The Alabama Department of Revenue launched the business privilege tax privilege shared extension application. This application allows taxpayers to file an extension request for Alabama Business Privilege Tax Return and Annual Report. In the first weekend of this application being live, over 30 extensions were filed.
- The development team worked with the Alabama Real Estate Commission to complete updates to the education management application. These updates included additional data fields being added as well as a number of updates to the functionality to enhance the applications capabilities for the users.
- Under the guidance of the Alabama Department of Conservation and Natural Resources, Alabama Interactive (AI) has selected a new vendor to manage the licensure sales that are conducted via phone. This new company is considered an agent of DCNR and utilizes the iPOS system to complete all transactions for sportsmen/women who choose to call versus online.
- The Alabama Department of Insurance processed over 4,100 payments online through the AI merchant service application. The department manages and builds web-based applications in-house and utilizes the AI resources for payment processing.
- The Alabama Department of Education certificate payment application experienced an increased adoption rate during February. The application processed over 480 payments for the department.
- The Alabama Department of Public Health's Children's Health Insurance Program (CHIP) merchant service application processed 537 transactions for the month of February, collecting over \$57k for the State. This increased from 399 transactions in February 2006 to 537 transactions in February 2007.

## **Marketing**

With the launch of the Alabama Board of Cosmetology license renewal application AI deployed a phone tree dialer campaign. This campaign was designed to notify the February renewals that the service was now available online by visiting the board's website. This was planned as a one-time launch campaign with the thought that most cosmetologists don't usually work alone and will spread the word verbally.

The latest version of the portal is in development. The planning phases for the fifth version of the portal were very successful and have given the team a great jump on functionality and layout expectations.

AI partnered with members of the ISD team to gather statistics and relevant data to help in award submissions. Some of the data collected was utilized by ISD to submit awards for the 2007 Intergovernmental Solutions Awards and the CIO 100 Awards Program.

## **Customer Service**

February provided the customer service team an opportunity to work with customers choosing to renew subscriptions for services like the Group Online Verification application (ABN). The peak for most of the subscriber renewals is during the first couple of months of the year. In January and February, AI renewed over 136 subscription accounts.

Over forty ACH transactions were recharged in the month of February. These recharges included returns from Industrial Relations, Banking Department, Department of Public Health and Home Builders Licensure Board transactions.

This will be the last month for pass-thru billing. All March transactions we be billed to each agency directly under the guidelines of the ITB.

## **Development**

During the month of February the development team released two new applications and one application update. The new production applications were the Cosmetology license renewal and Department of Revenue Business Privilege Tax - Privilege Shared Extension (PSE). The Cosmetology application allows 13 different types of licensees to renew their license online. The Privilege Shared Extension application allows taxpayers to file an extension request for Alabama Business Privilege Tax Return and Annual Report. The updated application was the Real Estate Commission's Education Management application. Updates to this application included additional data fields being added as well as a number of updates to the functionality to enhance the application.

The AI Dev-Share team completed three code reviews this month of the following applications: Cosmetology license renewals, Electrical Contractors license renewal, and Department of Revenue Individual E-File Form 40. Each of these code reviews were a helpful way to see the flow of the application, the setup of the database, the coding

practices of our peers, as well as any special functionality of the applications reviewed. It also gave us the ability to make helpful suggestions and comments throughout the process.

---

## PROJECT REPORT

---

### COMPLETED!

#### Completed in 2002

Alabama Board of Nursing	<ul style="list-style-type: none"><li>· Renewal of Registered Nursing License</li><li>· Reactivation of a Nursing License</li><li>· Reinstatement of a Nursing License</li></ul>
Alabama Department of Public Safety	<ul style="list-style-type: none"><li>· Electronic Access to Motor Vehicle Records</li></ul>
Alabama Real Estate Commission	<ul style="list-style-type: none"><li>· Renewal of Real Estate Licenses</li><li>· Broker/Agent Certification</li></ul>
Alabama Secretary of State	<ul style="list-style-type: none"><li>· Merchant Services</li></ul>

#### Completed in 2003

Alabama State Banking Dept.	<ul style="list-style-type: none"><li>· Renewal of Small-Loan and MiniCode License</li><li>· Renewal of Pawn Broker License</li><li>· Renewal of Mortgage License</li></ul>
Alabama State Bar	<ul style="list-style-type: none"><li>· Membership Renewal</li></ul>
Alabama Board of Chiropractic Examiners	<ul style="list-style-type: none"><li>· Renewal of License</li><li>· Licensee Verification</li></ul>
Alabama Department of Conservation and Natural Resources	<ul style="list-style-type: none"><li>· Online Hunting and Fishing Licenses</li><li>· Hunting and Fishing Licenses/Point-of-Sale</li><li>· Probate Court Point of Sale Hunting and Fishing Licenses</li><li>· Oak Mountain Bow Hunt Registration</li><li>· Outdoor Alabama Subscription</li></ul>
Alabama Department of Finance, Office of the CIO	<ul style="list-style-type: none"><li>· Alabama State Portal</li></ul>
Alabama Department of Insurance	<ul style="list-style-type: none"><li>· Merchant Services</li><li>· Merchant Services for Provider Renewals</li></ul>
Alabama Board of Nursing	<ul style="list-style-type: none"><li>· License verification and disciplinary status-Subscriber</li><li>· Name and Address Change</li><li>· LPN Renewal</li></ul>
Alabama Real Estate Commission	<ul style="list-style-type: none"><li>· Instructor License Renewal</li></ul>

Alabama Department of Revenue	· Sales, Use and Lodging Tax Filings · Refund Status for Individual Income Tax
Alabama Secretary of State	· UCC (Uniform Commercial Code) Filings

### **Completed in 2004**

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

### **Completed in 2005**

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
--	---

Alabama Department of Environmental Management	-“Smoke School” Registration -Smoke School Fall Registration Updates
Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates
Alabama Department of Public Health	-Children’s Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

## Completed in 2006

Alabama State Board of Chiropractic Examiners	-Facility Renewal
Coastal Birdfest	-Merchant Service
Alabama Licensure Board for Interpreters and Translators	-License Renewal
Alabama Department of Public Health	-EMS License Renewal
Alabama Real Estate Commission	-Simple Transfers
Alabama Department of Revenue	-Certificates of Good Standing -Tax Estimations -IFTA Merchant Service
Alabama Department of Mental Health and Mental Retardation	-Case Manager Online Subscription Service
Farmers Market Authority	-Shopping Cart
Alabama Board of Social Work Examiners	-License Renewal
Alabama Board of Public Accountancy	-Firm Renewals
Alabama Board of Nursing	-Pay Fee/Fine Application
Home Medical Equipment Board	-License Renewal
Alabama Board of Physical Therapy	-License Renewal
Alabama Homebuilder Licensure Board	-Expired Individual License Renewal -Expired Inactive License Renewal
Alabama Board of Professional Engineers and Land Surveyors	-Certificates of Authorization
Department of Education	-Certification Payments (Fingerprinting/Background Checks)
Alabama Department of Conservation and Natural Resources	-Phone Sales -Alligator Hunt
Marriage and Family Therapy	-License Renewal
Alabama Heating and Air Conditioning Contractors Board	-License Renewal
Department of Finance, ISD	-IT Strategic Planning Application

### Completed for 2007

Agency	Application	Description	Date Completed
Alabama Defense Force	Website Redesign	A redesign of the Alabama Defense Force Website	01/15/2007
Alabama Board of Cosmetology	License Renewal	Allows for 13 license types to renew and pay online	02/07/2007
Alabama Department of Revenue	Business Privilege Tax – Privilege Shares Extension	Allows taxpayers to file a Privilege Shares Extension online	02/28/2007

### Completed Updates for 2007

Agency	Application	Description	Date Completed
Alabama Department of Public Health	EMS Renewal Updates	Updates to an existing application for the new year. New updates included code changes for business requirements	01/02/2007
Alabama Department of Revenue	FTP Updates	This is an update for the FTP at ADOR	01/08/2007
Alabama Board of Nursing	Database Switch	This is an update for an ABN database.	01/14/2007
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	02/27/2007

### In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005



Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is on hold by agency.	June 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in agency testing.	September 2005
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is on hold by agency.	March 2006
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept e-check payments.	This application is in agency testing.	April 2006
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	This application is in agency testing.	April 2006
Alabama Department of Revenue	Consolidate d Financial Return	Online Consolidated financial return	This application is in agency testing.	April 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in agency testing.	April 2006
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in agency testing.	October 2006
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	This application is in agency testing.	September 2006

Department of Conversation and Natural Resources	Boat Registration for POS	POS for Boat Registration at Probates	This application is in agency testing.	January 2007
LP Gas Board	Online motor fuel decal requests	Online motor fuel decal requests	This application is in the pre-project planning phase	February 2007

### In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for exams.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Agriculture and Industries	Pesticide Education Tracking	This application will allow for online education tracking	This application is on hold by the agency	August 2006
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	This application is in development.	July 2006
Alabama Board of Registration for Foresters	Initial Application	This application will allow new Foresters to apply for a license online	This application is in the pre-project planning phase	December 2006

Alabama Department of Conservation and Natural Resources	Park Reservation System	Application to allow citizens to reserve camp sites	This application is in the pre-project planning phase	Fall 2007
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in development	December 2006
Alabama State Board of Veterinary Medical Examiners	License Renewal Application	Online application for license renewals	This application is in the pre-project planning phase	October 2007
Alabama Board of Respiratory Therapy	License Renewal Application	Online application for license renewals	This application is in the pre-project planning phase	September 2007
Alabama Department of Revenue	Individual eFile application	Online application for individuals to electronically file their taxes	This application is in development	January 2007
Board of Optometry	License renewal	Online application for license renewals	This application is in the pre-project planning phase	March 2007

#### Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Nursing	Update for license verifications	Update for license verifications	This application is in development	December 2006
Department of Conservation and Natural Resources	adding renewal and gift option to subscription	Allows citizens to pay for subscription, gifts, or licenses at same time	This application is in the pre-project planning phase	July 2007
Alabama Department of Conservation and Natural Resources	Update for Federal Duck Stamps	Update for Federal Duck Stamp (Phone)	This application is in testing	November 2006
Alabama Department of Conservation and Natural Resources	Update for online canoe platform request	Update will allow users to see when dates are available for platforms	This application is in the pre-project planning phase	March 2007

---

## **SERVICE REQUESTS**

---

### **Service Request #122**

#### **Alabama Historical Commission – OTC Merchant Service Solution**

Alabama Interactive requests and recommends that this service for the Alabama Board of Marriage and Family Therapy is added to the network as a charge service. The online license renewal application will be developed at no cost to the Alabama Board of Marriage and Family Therapy.

---

## MONTH IN REVIEW

---

Total February AI Network Transactions	180,951
Average Successful Request per Day:	6,463
Total February alabama.gov Visitors:	208,435
Total February alabama.gov Page Views:	807,139
Total February alabama.gov Chats or Offline Messages from Live Help:	302

---

## OPERATIONS & ADMINISTRATION

---

In February, AI continued to move forward on the design of the version five of the portal and is now in development with a goal of completion in May 2007.

Alabama Interactive was invited to attend the Secretary of State UCC filing meeting to discuss online technologies and solutions currently deployed in other NIC states.

---

## OTHER BUSINESS/IN CLOSING

---

In closing, February has given AI an opportunity to complete some outstanding updates and launch two new applications to production. As always, volume transactions tend to decrease from license renewals during this time, opening the door to discussions with agency partners about additional services.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at [sloane@alabamainteractive.org](mailto:sloane@alabamainteractive.org)

Respectfully Submitted,

Sloane Wright